

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

| | |
|--------------|------------------|
| Amount: | ITB Number |
| \$120,000.00 | DHS CAN_07-33002 |

Bid Description:

Substance Abuse Case Management Services, including substance abuse assessments, treatment referral and authorization, weekly contact with the client and the substance abuse treatment provider regarding client's progress and drug screen referrals.

Due Date For Response:

7/7/06

Contact Person Name:

Holly Roderick

Phone #:

(517) 887-9441

E-Mail Address:

Roderickh2@michigan.gov

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **CAN 07-33002**

Bid Submission Due Date & Time: **July 7, 2006 by 3:00 pm**

Geographic Area to be Served: **Ingham County**

Service Titles: **Substance Abuse Support Services**

Anticipated Contract Begin and End Dates: **October 1, 2006 – September 30, 2009**

Method of Reimbursement: **X** Actual Cost Unit Rate

Maximum Annual Contact Amount: **\$ 120,000.00** per year

Issuing Office: Department of Human Services **Ingham County**

Contact Person: **Holly Roderick**

Telephone #: **517-887-9441** Fax #: **517-887-9405**

Email Address: **Roderickh2@michigan.gov**

Pre-proposal Conference: (Date, time, location) **June 23, 2006 at 9:00 am, 5303 S. Cedar St, Lansing, MI, Door # 3**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **June 23, 2006 by 2:00 pm**

Submit 7 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

| | | |
|---|-----------|--------------|
| Ingham County DHS | | |
| DHS Office | | |
| 5303 S. Cedar St, P.O. Box 30088 | | |
| Street Address | | |
| Lansing | MI | 48909 |
| City | State | Zip |

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

| | |
|--|---|
| Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid | Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area. |
|--|---|

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Ingham County.

B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

Agency address

Client Homes

C. Client Eligibility Criteria

1. The local DHS office shall determine eligibility and be the source of all referrals, either directly or indirectly from other Child Placing Agencies under contract with DHS to provide Foster Care. The Contractor agrees to accept all referrals on a space available basis. Clients to be served will be part of an open case in the following programs:

1. Children's Protective Services
2. Children's Foster Care
3. Juvenile Justice/Delinquency

D. Services to be Delivered

Service #1 of 1: SUBSTANCE ABUSE SUPPORT SERVICES

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Accept referrals by phone from DHS to be followed up with a written referral within three (3) working days. The written referrals shall consist of a DHS referral form providing case identification data, the reason for the referral and copies of DHS service plan reports.

The Contractor shall accept referrals on a first-come first-served basis, and weekly notify the referring unit of available openings. The

Contractor shall commit to receive all referrals as presented, subject only to capacity at a given time.

- b. Schedule face-to-face substance abuse screening with the client within seven (7) days from the date of the telephone referral; conduct or arrange drug/alcohol use testing. Contractor is responsible for obtaining written informed consent for forensic drug/alcohol screens, notifying referring worker if client refuses, and maintaining compliance with all required confidentiality regulations.

The intake screening appointment shall include, but not be limited to, obtaining required signed releases, collecting client history data, informing the client of the services available and the role of the contractor as a support person. A standardized questionnaire specific to substance abuse screening shall be used, subject to approval from the local DHS office.

- c. Refer client to the designated (publicly funded) substance abuse assessment provider serving Ingham County. Arrange and schedule the assessment appointment within 24 hours of the screening, or in the event the client is put on a waiting list, within 24 hours of an available opening. Follow-up with client and the assessment provider to confirm participation. Services of the substance abuse assessment provider shall not be reimbursed under this agreement.
- d. When applicable, initiate contact with the client's selected (publicly funded) substance abuse treatment provider within one week of initial appointment and biweekly thereafter during the course of treatment, to determine extent of participation and dates of scheduled appointments, and whether client has kept appointments.
- e. Work with the client and treatment provider to identify and address barriers to substance abuse treatment participation (e.g., child care, transportation, etc.) and to keep any scheduled assessment appointment. Contact client within 24 hours of a missed appointment.
- f. Implement effective strategies to engage and retain parents in treatment. Work with the client to prevent relapse during the course of treatment and post-treatment, by providing support services through weekly contacts with at least one face-to-face contact per month. Refer clients to self-help groups and assist to maintain participation, as appropriate.
- g. Provide 24-hour phone access for clients experiencing crisis and potential for relapse, either by arrangement to use an existing

community crisis hotline, and/or making one available through the contractor (e.g., via pager system, cell phone, etc.). A plan for availability shall be submitted to the local DHS office for approval prior to commencement of the contract or whenever changes are made to the availability plan.

- h. Complete and forward to DHS a written client intake evaluation report within 30 days from the substance abuse assessment date, incorporating the following:
 - 1) Results of the intake screening performed.
 - 2) When applicable, a summary of the comprehensive substance abuse assessment performed by the (publicly funded) assessment provider and the results of any conducted forensic drug/alcohol testing.
 - 3) A statement identifying the presenting problems related to substance abuse and their dysfunctional effect upon the daily living, employment and parenting capabilities.
 - 4) Relevant information pertaining to the client's social, medical and substance abuse history.
 - 5) A record of the dates and types of contact with the client.
 - 6) When applicable, the substance abuse treatment plan and level of care recommendations made by the treatment provider.
- i. Contact the client on an as needed basis, but no less than weekly, to provide the following types of activities:
 - 1) Crisis intervention when deemed a barrier to treatment participation, including but not limited to, identification of coping strategies, personal, family and community resources.
 - 2) Initiate referrals to, and monitor participation with, appropriate substance abuse treatment providers, self-help groups, community resources, etc.
 - 3) Arrange, monitor, evaluate the results of randomly administered alcohol/drug screens at frequency established by court order and/or with the referring worker. Drug urine screens shall include minimum of a four panel test for cocaine, cannabinoids, opiates, and amphetamines and shall be done through a

certified lab. Alcohol testing may be administered by urine or blood analysis or breathalyzer.

Drug/alcohol testing costs to a third party lab are to be reasonable and customary, not to exceed maximum DHS rates. Individual client bills for drug/alcohol testing will be submitted monthly to the local DHS office for direct payment processing. Testing normally covered by the treatment program shall not be reimbursed by DHS.

- 4) Identify and minimize barriers to clients' participation in treatment services. Utilize flexible funds for specific client assistance needs.
- j. Develop a written plan to maintain and distribute flexible funds of up to \$100.00 per family for specific client assistance needs, (e.g. unfunded child care, transportation, non-covered medical supplies, etc.). The plan must include fund accessibility by Contractor's staff within 24 hours of establishing client need. Requests exceeding \$100.00 shall be submitted to the referring worker who will obtain supervisory approval for direct processing of the requested payment from a fund source outside the contract.
- k. Maintain weekly contact with the (publicly funded) substance abuse treatment provider to monitor client attendance and progress. Follow-up with clients exhibiting patterns of irregular attendance within two working days of missed appointments. Also, notify the referring worker within two working days whenever the client has missed two or more consecutive appointments.
- l. Prepare and submit a monthly client progress report within fifteen (15) days of the end of each month in which a quarterly report is not due, listing scheduled dates of substance abuse treatment, whether the client showed/no-showed, and the number and results of drug/alcohol screens randomly administered during the month.
- m. Submit a written quarterly report within fifteen (15) days of each 90-day period which contains:
 - 1) Record of client and client-related contacts since last report.
 - 2) Progress toward substance abuse treatment goals and objectives, reducing barriers to participation in substance abuse treatment.

- 3) Substance abuse treatment plan update, including any changes.
- 4) Any post-treatment services provided to client to prevent relapse.
- n. Prepare and submit a written termination summary within fifteen (15) days of the end of the month of closure which contains:
 - 1) Record of client and client-related contacts since last report.
 - 2) Reasons for case closure.
 - 3) Outcomes relevant to substance abuse treatment goals and prevention of relapse.
- o. Immediately report to DHS any conditions or acts which may be a current or potential danger to children, or suspected abuse/neglect.
- p. Testify in court and participate in client case conferences as requested by DHS.
- q. Staff Qualifications

Supervisor: A degree in the human services area and two (2) years experience working with substance abuse families/adults or related field. A master's degree and/or accreditation in Fundamentals of Alcohol and Other Drug Programs (FAODP) and/or certification as a addiction counselor (CAC) are preferred.

Worker: A bachelor's degree in the human services area and experience working with substance abuse families/adults.

The potential for flexibility in work schedules and training participation may be necessary.

Clerical: Education, experience and skills to fulfill job requirements. Computer skills/knowledge is strongly recommended.

2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be:

Intake Screening: 25-30 per month
162 Per Term of Agreement

Support Services: 20 average monthly caseload
110 Per Term of Agreement

3. Unit Definition(s): One unit equals one referred client receiving an intake screening, and referred for a substance abuse assessment and, as needed, referred to a licensed substance abuse treatment provider, monitored for progress, providing supportive services to achieve a successful outcome, and providing after-care support to maintain recovery following completion of treatment.

REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 15)

A. Agency

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- . How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

B. Staff

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.
- . Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
 - . Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - . Will the service provided correspond to DHS' needs?
 - . Does current administrative staff have previous work experience in directly providing these similar services?
 - . Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - . Length of experience
 - . Supervisory
 - . Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

D. Performance

1. If this or similar services were provided to DHS previously:
 - . Were the terms of the agreement fulfilled satisfactorily?
 - . Was DHS satisfied with the quality of services provided?
 - . If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:
 - . Were the purchasers satisfied with the services provided?
 - . Were the services monitored by the purchasing agency?

- . If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)

(Maximum points 25)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Is the bidder assessment process relevant for program eligibility and intent
 - . Strength based; solution focused
 - . Client centered
 - . Timely after referral
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?

3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

III. Outcomes

(Maximum points 25)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?
- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

IV. Fiscal Resource Allocation

(Maximum points 20)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriately
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- I. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- J. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

(Maximum points 15)

- A. Is the bidder reasonably accessible to the client population during non-traditional service hours?
- B. Does the bid response adequately describe how bidder will provide outreach services?
- C. Is the bidder able to provide services at times when most clients can access them?
- D. Transportation
 - . Is the bidder located close to public transportation?
 - . Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- E. Does the bidder make adequate provision for client transportation needs?
- F. Are the bidder's facilities and services easily accessible to clients with disabilities?
- G. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- H. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- I. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit _____ private, proprietary _____ public _____ university

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - . Brief description of service provided;
 - . Recipient of service;
 - . Dates of service provision;
 - . Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - . Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - . Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - . Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - . For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
4. **Supervision**

Describe when and how staff will be supervised.
5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
 - . How available
 - . How used and when
9. Other
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

BIDDER NAME:

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1: _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Service #2 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Service #3 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Service #4 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Bidder: Submit this form in a separate envelope with the budget.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

| | |
|------------------|-----------------|
| Bidder Name * | |
| County | Type of Service |

| CATEGORY | POSITIONS | RATE/ HOUR | HOURS/ WEEK | # OF WEEKS | QUALIFICATIONS |
|--------------------------------------|-----------|---------------|----------------|---------------|----------------|
| **MANAGERIAL/ SUPERVISORY | | | | | |
| DIRECT SERVICE | | | | | |
| SUPPORT STAFF | | | | | |

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate the position into the correct categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID
MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

| Resource | Description |
|--|-------------|
| Employee Fringe Benefits (FTEs by position) | |
| Occupancy (square feet and number of Facilities) | |
| Communications (fax, telephone, number of lines and phones) | |
| Supplies (general, program, duplicating) | |
| Equipment | |
| Local Transportation (number of miles for client transportation) | |
| Contractual Services | |
| Specific Assistance to Individuals | |
| Miscellaneous | |

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.